

Alabama Department of Mental Health
Foreign Language Interpreting RFP 2022-08 Q & A

1. Is this bid for foreign languages only or is American Sign Language also a need at Harper Geriatric Center? Which languages are most needed?

We never know what our needs will be; based on admissions. We seldom need interpreters, but we have to have the service available just in case. Could be sign language or any foreign language.

2. What qualifications and certifications are required of the interpreters? Consistent with applicable professional licensure, laws, regulations, and/or certifications.
3. Are services only for over the phone? No.
4. Since we also provide written translation, would you like a cost proposal for this service as well, in case it is needed? Yes
5. What is the expected period of performance for this contract? Must be accessible at all times in the event it is needed.
6. Is there an incumbent on this contract?
 - o If so,
 - Who is it? What are their prices per hour for foreign language interpreting services? Telelanguage; \$1000 annually.
 - What has been the annual historical usage of foreign language interpreting services (in hours) under the incumbent contract? This figure helps interpreting agencies structure pricing.
 - What languages did the State of Alabama, Department of Mental Health Services need interpreted under the incumbent contract?
 - o If not,
 - What is the estimated needed annual usage (a ballpark estimate is fine) of foreign language interpreting services, in hours? This estimate helps interpreting agencies structure pricing.
 - What languages has the State of Alabama, Department of Mental Health services seen a need to have interpreted? Spanish, German, Turkey
 - Can you confirm the languages that will be needed or historical data on the languages most used? Spanish, German, Turkey
7. Can you confirm the volumes in term of number of appointments or requests to be expected? Can this information be provided by language? Unknown; based on admissions.
8. Would you be able to provide more details on the “twenty-four hours a day, three hundred and sixty-five days a year” coverage being requested? What would the volume or frequency look like for after-hours or holiday support? Unknown; based on admissions.
9. Can you confirm who is the incumbent and/or current rates? Telelanguage; \$1000 annually
11. Can you confirm we can work with independent contractors? Yes